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7-2001

ACUTA eNews July 2001, Vol.30, No. 7

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"ACUTA eNews July 2001, Vol.30, No. 7" (2001). *ACUTA Newsletters*. 164.
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The Association for Telecommunications Professionals in Higher Education

Addressing
Voice, Data, and Video
Communications Needs
for Higher Education

July, 2001

NEWS

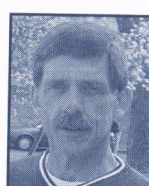
Meet the 2001-'02 Board



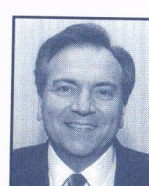
President
Maureen Trimm
Stanford Univ.



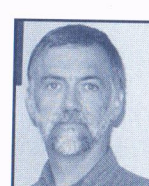
President-Elect
Jeanne Jansenius
Univ. of the South



Sec./Treasurer
John Bradley
Rensselaer
Polytechnic Inst.



Immediate
Past President
Anthony Tanzi
Brown Univ.



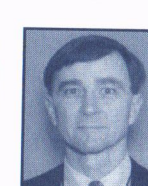
Director-at-Large
Dave Barta
Univ. of Oregon



Director-at-Large
Bill Brichta
DeSales Univ.



Director-at-Large
Tamara J. Closs
Georgetown Univ.



Director-at-Large
Steve Harward
UNC Chapel Hill

Each year at the close of the Annual Conference, ACUTA welcomes a new Board of Directors.

On August 2, President-Elect Maureen Trimm, Stanford University, steps into the presidency for the coming year.

As a result of last month's election, former Director-at-Large Jeanne Jansenius of the University of the South will assume the position of President-Elect.

John Bradley of Rensselaer Polytechnic Institute will accept responsibilities as Secretary/Treasurer.

President Anthony Tanzi, RCDD, Brown

Board as Immediate Past President.

Bill Brichta, DeSales University, was re-elected, and former Program Chair Tamara (Tammy) Closs of Georgetown University was elected to serve as Director-at-Large.

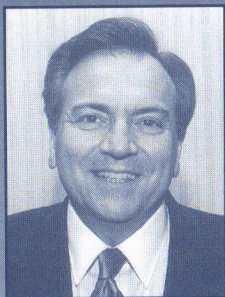
Dave Barta of the University of Oregon and Steve Harward of the University of North Carolina, Chapel Hill, will serve the second year of their two-year terms.

The Board-appointed Director-at-Large has yet to be named.

This year's Board comes with an impressive history of service. Together they

including charter member Tony Tanzi's 30 years. A member for 25 years, Director-at-Large Steve Harward is also a Past President. This kind of history certainly qualifies the Board to make insightful decisions for the future of the association.

Serving on the Board requires a serious commitment of time and energy. Those who are willing to serve are to be commended. If this kind of leadership role is of interest to you, contact any Board member or Executive Director Jeri Semer about how you can get involved.



From the President

Anthony R. Tanzi, RCDD
Brown University

Retrospective

It is hard to believe that my year as president of ACUTA is coming to an end. My predecessors cautioned me that the year's activities and responsibilities would leave me asking myself where time went and how we, as an organization, did so much in so little time. They further cautioned me that once I stepped back and looked at all we did as an organization, I would wonder how so many people could come together and work so well. I think I rediscovered how this could be.

In his book *Principle Centered Leadership*, Stephen R. Covey (Simon & Schuster, New York, 1990) focuses on four levels of leadership with key principles. They are:

- Organizational—the alignment of principles and practices.
- Managerial—the empowerment of people to get things done.
- Interpersonal— a person's relationship (interactions) with others.
- Personal—my relationship with those I love and myself.

After reflecting on my term, it is clear that Covey's thoughts do apply to my experience. I'd like to share some of my

thoughts with you, and hopefully capture how we, as an organization have "embodied principles that are valued by every member."

As a member-driven organization, ACUTA does not rise on the merits or efforts of just one person (or a small group of people). We are what we are because of the work and effort of all of us.

The role of a president is to lead the organization's leaders in developing principles, the "why to do's," the elements that build organizations. Sometimes this was fairly easy and straightforward; sometimes this took significant work and effort. Each time, the result was worth the effort.

Another major role of the president is to lead in the development of practices, the "what to do's," the specific applications that fit specific circumstances.

Throughout the year, many individuals contributed to making the principles and practices of ACUTA bring our organization to the status that it has. This is where empowerment happens—you, our membership—have the power

to effect change! Real empowerment comes from having both the principles and the practices understood and applied at all levels of the organization. All of us worked hard to make sure that happened.

There are many people that I need to thank for making this year productive and pleasant. Thank you to you, ACUTA's members, for providing me with the opportunity to serve you. You are the backbone of our organization. Your conversations, your phone calls and e-mails were greatly appreciated. You gave me the perspective that meant something to you, and allowed me to advocate that perspective for you. I hope that I have done that advocacy well.

Thank you to the Board of Directors for giving their time and talents to the governance of our association over this past year. Without their help and guidance, I believe that our principles and practices would just be vapor instead of a solid foundation for ACUTA to build on.

continued on page 4

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ACUTA EVENTS

**30th Annual
Conference & Exposition**
July 29–August 2, 2001
Lake Buena Vista, FL
Disney's Contemporary Resort

Fall Seminars
October 21–24, 2001
Albuquerque, NM
Hyatt Regency

Winter Seminars
January 13–16, 2002
Ft. Lauderdale, FL
Wyndham Resort and Spa

Spring Seminars
April 28–May 1, 2002
Philadelphia, PA
Wyndham Franklin Plaza Hotel

ACUTA members may read about the latest developments in telecommunications- and Internet-related issues in the most recent **Legislative and Regulatory**

ACUTA Staff Changes

The ACUTA staff—that group of people who spend five days a week working for you and loving every minute of it (well, okay, *almost* every minute)—is on the grow again.

Megan Statom

You may have noticed earlier this year that we added Megan Statom as a communications assistant. Megan is a junior at the University of Kentucky majoring in communications (that's the journalism kind, not the technology kind). Megan works part time, spending most of her time writing or on other tasks related to the newsletter and the journal and posting materials to the

ACUTA Web site. She assists communications manager Pat Scott and computer services manager Aaron Fuehrer.

Megan aspires to be a writer, and would like the freedom that freelancing offers. She has written an article that will appear in the fall issue of the *ACUTA Journal*.

Lori Dodson

Our newest addition to the staff is Lori Dodson. As the accounting assistant, Lori works part-time helping business manager Eleanor Smith. Lori's background includes four years as the office coordinator for a nonprofit in Seattle, and 22 years as a bookkeeper.

A Southern California native, Lori moved to Lexington a few months ago when her husband was transferred. They have three grown children, including one daughter who is a student at Western Washington University.

"So far I have been very impressed with ACUTA as an organization and with the dedication of the staff," Lori says. "I'm looking forward to learning more about the members and becoming a part of the support system."

You can reach Megan at 859/278-3338 ext. 34 or mstatom@acuta.org and Lori at ext. 27 or ldodson@acuta.org. Welcome, Megan and Lori, to ACUTA!

ACUTA LEGISLATIVE & REGULATORY AFFAIRS COMMITTEE

Whitney L. Johnson

D C Update

Directory Assistance

Concerns have often been mentioned on the ACUTA listserve about problems with wrong numbers given out by the directory assistance (DA) service to people who need to contact the college or university. That's annoying, but *Telecom Manager's Voice Report* (VR 6/4) says this service is now costing a lot more also. The cost of DA provided by the IXC's has gone up to \$1.99 per call; several of the LEC's have increased rates to as much as \$1.25 per call.

Payphone Charges

and indicated that it would give the company more flexibility in the restructuring activities. (TR 5/28)

The IRS has ruled that the proposed split off of AT&T Wireless qualifies as tax free for shareholders on their federal taxes. (VR 6/4)

Mobile Phones

On June 22, the Senate in the state of New York passed a bill making it illegal to use a handheld mobile phone while driving a car. (I assume that would apply while driving a truck or a bus, too.) The bill was expected to pass the House and

the agency's ability to enforce its regulations. One of the bills in the House, HR 1765, would increase the maximum forfeitures the FCC could impose on common carriers from \$120,000 per violation to \$1 million. It would also allow the FCC to impose a forfeiture up to \$10 million for a continuing series of violations and up to \$20 million for repeat offences.

Powell indicated that in some cases it may be cost-efficient to ignore the rules since the fines are so small. "If it would cost a company \$1 billion to develop an operation support system [OSS] to help

ing. Members may also access archived copies of back issues of this document at www.acuta.org/legislation/index.cfm.

ACUTA NEWS, Vol. 30, No. 7

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President-Elect Maureen Trimm, Stanford Univ.
Sec./Treas. Dave Lewis, Univ. of Rochester
Immed. Past President Tony Mordosky, Rowan Univ.
Directors-at-Large Dave Barta, Univ. of Oregon;
Bill Brichta, DeSales University; Steve Harward, Univ. of No.
Carolina, Chapel Hill; Jeanne Jansenijs, Univ. of the South;
Patricia Todus, Northwestern Univ.

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Program/Education Tamara Closs, Georgetown Univ.
Publications James S. Cross PhD, Mich. Tech. Univ.
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South has announced that they will be getting out of the payphone business altogether within the next couple years. AT&T is installing a new type of payphone at airports that costs more but also offers more. For 25 cents per minute (with a 4-minute minimum). The newfangled "Public Phone 2000i" allows simultaneous voice and Internet access. It will also carry full-motion video screens for advertising. AT&T will still have some of the old style payphones at airports at the 35¢ rate. The new phones are already in use at airports in New York, Atlanta, and Dallas and will be installed at other airports in the near future. (VR 6/4)

Child Online Protection Act

This bill, often referred to as COPA, was passed by the House and Senate and signed into law in 1998. A group of people and organizations claimed that the law was in violation of the freedom of speech guarantees of the U. S. Constitution and challenged it in the Third Circuit Court of Appeals in Philadelphia. That Court upheld an injunction preventing the enforcement of COPA. The U. S. Supreme Court has now agreed to review the Appeals Court decision. (*Telecommunications Reports* (TR) 5/28)

AT&T Restructuring

At AT&T's annual meeting a few weeks ago 96 percent of the shareholders voted in favor of a charter amendment that would allow a majority, rather than two-thirds, of shareholders to authorize structural changes. AT&T's Board of Directors supported the amendment

may be a reality by the time you are reading this. If it is, then New York is the first state to have a law against using handheld mobile phones while driving. There is a potential fine of up to \$100 for violation of the law.

Bills have been entered in both Houses of Congress, HR 1837 and S 927, that will give states until October 1, 2003, to adopt restrictions on mobile phone use in vehicles. If they don't, they will lose 5 percent of their highway funding in the next year and an additional 10 percent each year thereafter. Federal government estimates, referred to by the legislators supporting the bill, indicate that 20 to 30 percent of vehicle crashes—4,300 accidents a day—are caused by driver distraction. They also pointed to a recent survey in which more than 80 percent of New Yorkers expressed support for mobile phone restrictions for drivers.

The Cellular Telecommunications and Internet Association (CTIA) is opposing this proposed legislation.

Bills have been introduced in about 40 states during the last year that would restrict mobile phone use in vehicles, but none of them have passed both chambers of the state legislature. (TR 5/28)

Meanwhile, CTIA and the wireless industry are funding research to the tune of about \$27 million as they investigate health risks related to mobile phone usage. This is being done as a joint initiative with the Food and Drug Administration (FDA). (TR 6/11)

FCC Enforcement

Chairman Powell has been working with Congress and hoping they will bolster

services and inputs and the company would be fined only \$1 million by the FCC if it failed to develop an adequate system, it would be 'absolutely rational' for a company to ignore the OSS requirements," Powell said. (TR 5/28)

CLEC Growth

In spite of the financial problems that many of the CLECs have been having, the FCC reported that by the end of the year 2000 CLECs were serving about 16.4 million customers which is about 8.6 percent of the 194 million local telephone lines. This is about 93 percent more than were being served at the end of 1999.

The report also indicated that about 35 percent of the CLEC lines are served using the CLEC's own facilities. The remainder are served through either resale or the use of unbundled network elements. (TR 5/28)

One of the most financially stable CLECs, McLeod, is planning a workforce reduction of about 575 positions or about 5 percent of its staff in order to conserve cash. They say they will also reduce capital expenditures by \$300 million this year and next.

Section 508 Sets New Standards

Dave Ostrom, Washington State Univ.

ACUTA Legislative and Regulatory Affairs Committee

Effective June 21, 2001, new standards developed by the Federal Access Board took effect that may affect some colleges and universities. While the standards do not directly affect non-federal agencies or those who receive federal funds, the Department of Education has stated that they will require compliance for those states receiving funds under the State Grants Program for Technology-Related Assistance for Individuals With Disabilities. Public institutions in states that are participating in this program may need to comply with the new regulations as a result of their association with the state.

Background

In August, 1998, Congress passed the Workforce Investment Act of 1998 that reauthorized Section 508 of the Rehabilitation Act of 1973. The amended Section 508 requires that when "Federal agencies develop, procure, maintain, or use electronic and information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who are not individuals with disabilities, unless an undue burden would be imposed on the agency." The law directed the Federal Access Board to develop standards in support of the requirement. The standards were issued on December 21, 2000, and take effect 6 months later on June 21, 2001.

The Standards

The standard states that "when developing, procuring, maintaining, or using electronic

- Video and multimedia products
- Self-contained, closed products (information kiosks, information transaction machines, copiers, fax machines, printers, and other similar types of machines)
- Desktop and portable computers

Examples of requirements within the above areas include the following:

- Compliance with the W3C (World Wide Web Consortium) guidelines for web accessibility
- Non acoustic connections for TTY devices where a product supports voice communication and does not have a built-in TTY capability
- Voice mail systems that support TTY use
- Interactive voice response systems that require responses within a specific time interval must provide an alert when the time interval is about to expire and provide sufficient time for the use to indicate that more time is required

The standard does not apply to technology that is already in place unless that item is maintained or modified. However any item acquired or developed on or after June 21, 2001, should comply. Detailed information on the standard may be found at <http://www.access-board.gov/news/508-final.htm>.

Summary

The Federal Access Board standards make good suggestions that every institution should consider regardless of any mandated requirement. Other

Board Report

.....
June

The Board of Directors met via conference call on June 14. The following are highlights of the Board's actions:

Vendor Liaison Committee Appointments for 2001-2003 were approved. The appointments are:

- Tad Deriso, CHR Solutions
- Gary Luft, VarTec Telecom, Inc.
- Ed Cronin, Superior Essex
- Rick Day, Daycom Systems, Inc.
- Sandy Roberts, Wellesley College

The budget is on track and aligned for the current fiscal year.

The Board approved a videoconferencing deployment at the ACUTA corporate office in Lexington, Kentucky.

Respectfully submitted,



David E. Lewis, University of Rochester
ACUTA Secretary/Treasurer

FSO and Eye Safety

Dave Koch, *Vice President, Development*
Plaintree Systems

Free space optics (FSO) or optical wireless systems are a cost-effective solution to the broadband access bottleneck or the "last mile." FSO systems replace cable or fiber. require no

required for alignment, operators should avoid putting installation and maintenance personnel at risk. There are situations where the optical path is entirely under the control of the operator and the risk management is

and information technology, each agency shall ensure that the products comply with the applicable provisions of this (standard), unless an undue burden would be imposed on the agency." The standard includes requirements in the following areas:

- Software applications and operating systems
- Web-based intranet and Internet information and applications
- Telecommunications products

reasons such as compliance with the Americans with Disabilities Act or state law may also add to the incentive to follow the standard. For those institutions whose states receive funds under the State Grants Program for Technology-Related Assistance for Individuals with Disabilities (often referred to as the Assistive Technology Act or AT Act), legal counsel should be consulted as to your responsibilities.

licensing, and can usually be installed in a matter of hours. Almost all FSO companies claim their products are "eye-safe," but these claims call for a closer inspection.

FSO systems use lasers or LEDs. These differ in several respects including levels of eye hazard. All FSO products carry a variety of designations that most companies are claiming as being eye-safe. However, only the IEC Class 1 designation indicates that the product is safe under all reasonably foreseeable conditions. All the other classes including Class 3A and Class 3B are hazardous to varying extents. In January of this year, the IEC standard was updated, introducing the Class 1M rating that by definition applies to systems dangerous to view when using optical aids such as binoculars.

The International Electrotechnical Commission standard IEC 60825-1 is the authoritative reference for eye safety and defines the various designations and hazard levels associated with LED and laser products. Laser light is far more dangerous to the eyes than LED light of the same power because the eye is able to focus laser light to a fine point resulting in a very high power concentration. In contrast, LED light being from an extended source cannot be focused down so much. The standard implies that the maximum safe power level entering the eye directly from an LED transmitter can be up to ten times greater than that from a laser transmitter of the same wavelength.

As binoculars or goggles are often

then much easier. But in other situations, this will not be the case, and the fact that the chances of injury are very low will not serve as an effective defense in a court of law.

The hazard to the eyes is that powerful invisible beams could enter the eye and concentrate within it, causing heating and possible lesions resulting in both temporary and permanent sight impairments. For operators who plan to use systems designated other than IEC Class 1, the challenge is to quantify the level of risk. What are the chances that anyone can get into the path of the beam? What are the chances that they will then stare into the beam? What are the chances that they will be using binoculars, increasing the hazard level fifty times?

Most laser wireless products fall under a Class 3 category with a few in the new Class 1M category. They are therefore hazardous to varying degrees. LED wireless products generally fall under the Class 1 category and are therefore safe under all reasonably foreseeable conditions of operation.

David Kahn's career includes positions with Plessey, N&Z Aviation, BNR (Nortel), the Government of Canada. Currently he directs the optical wireless development program at Plaintree Systems Inc. At BNR, he helped design the 1981 Elie fibre to the home (FTTH) system. In 1989 and 1990 he chaired the SPIE conferences on fibre in the subscriber loop. For ten years, he presented the systems portion of the optical communications postgraduate course at Carleton University and recently resumed teaching at Ottawa University. David has about 35 patents and is a member of IEEE LEOS. Reach David at dkahn@plaintree.com.



ACUTA 30th Annual Conference & Exposition

July 29–Aug. 2

Lake Buena Vista, FL

Disney's Contemporary Resort

Register Online: www.acuta.org

Hotel Reservations: 407/824-3869



Jeri Semer, CAE
Executive Director

From ACUTA Headquarters

ACUTA Participates in Industry Meetings of Interest to Members

CHEMA

In June, President Tony Tanzi, President-Elect Maureen Trimm, and I attended the Council of Higher Education Management Associations (CHEMA) meeting in Washington, DC. This group is composed of representatives of more than 30 associations, which, like ACUTA, represent professionals on the administrative side of university management.

As always, the meeting provided an opportunity to exchange information on the issues that are challenging all of our administrative colleagues, and to discuss joint projects that might benefit all of our members.

APPA

One very positive outcome of discussions at the meeting was that ACUTA and APPA, the Association for Higher Education Facilities Officers, will be pursuing talks aimed at developing a joint leadership training program for our members. The need for excellent leadership and communication skills cuts across departmental boundaries on campus, and applies equally to telecommunications professionals, facilities officers, and other administrative professionals. We

ate Past President Tony Mordosky and I participated in last June with an eye toward future collaboration. We plan to work closely with APPA faculty to adapt the curriculum to incorporate material that is appropriate and highly relevant for ACUTA members. Watch your mail for more information later this year as this program develops.

This program would be an outstanding professional development opportunity not only for senior leaders and department heads, but also for other members of the professional staff who may be called upon to lead teams or projects.

ATIS, Ordering & Billing Forum

In May, Legislative/Regulatory Affairs Committee Chair Randy Hayes and I attended the bi-annual meeting of the Alliance for Telecommunications Industry Solutions, Ordering and Billing Forum. This is a telecom industry group composed of carriers and other industry members. The purpose of our attendance was to meet with one of their committees to attempt to work out industry guidelines that would prevent unauthorized charges for

present our members' concerns, which came as a surprise to many of the industry representatives.

No industry-wide solution has been agreed upon yet, but we did significantly raise awareness of the problem and some companies will be working on internal company procedures to resolve it. Discussions are continuing regarding an industry-wide solution that would prevent these unauthorized charges from being billed to colleges and universities. However, any solution would not be mandatory, as it would not carry the force of law.

In the meantime, the Federal Trade Commission (FTC) initiated a proceeding two years ago to expand the rules that apply to "900" calls to all types of telephone billed purchases. ACUTA testified at the FTC's public hearing on this matter. The FTC has yet to adopt regulations.

Randy Hayes and other participants will report on progress and proposed solutions at ACUTA's Annual Conference on Tuesday, July 31 at 3:45 p.m. in the session entitled "Resolving Unauthorized Charges."

President's Message

Continued from page 1

Thank you to the committee and task force chairs and members of our committees and task forces for all your work and efforts. These are the members who take the challenge and give their time and talents to do the knowledge management so necessary for us to thrive as an organization. They are working to establish defined paths for ACUTA's growth and relevance. They are what Covey calls "abundance managers." They serve others anonymously. They feel that service is the rent we pay for the privilege of membership. They are too often just inwardly rewarded for the huge service they provide. We need more volunteers to come forward and keep ACUTA what it has become.

Thank you to the ACUTA staff for their efforts during the past year. This is the group of professional people who provide support to me in my role as President, to the Board, our committees, and to you, ACUTA's membership. Words cannot express how grateful I am that ACUTA has been blessed with having this dedicated group of people.

My work associates and Brown University continue to be very supportive of my activities in ACUTA. I am very fortunate to be associated with people who share my vision and passion for trying to make a difference. I've

Welcome New Members Positions Available

For complete descriptions of these and other positions, we encourage you to access the ACUTA Web site at www.acuta.org. If you do not have Internet access, call Pat Scott, ACUTA Communications Manager, 859/278-3338 x21 for more details.

have much in common, and we see many benefits in developing joint leadership skills training that will have as a side benefit increasing interdepartmental understanding and communication. APPA has developed an outstanding program that Immedi-

monthly calling plan fees, calling card charges, etc., from appearing on university phone bills. There is a wide diversity of interests in this group (long distance carriers, ILECs, CLECs, wireless carriers, third-party billing companies, and others). It was a good opportunity to

We will continue to keep you informed of new developments in both of these areas. Please feel free to contact me at jsemer@acuta.org or (859) 278-3338, ext. 25, if you have any comments or concerns that you would like to share.

said this many times, but not often enough—you are the best! Thank you. I am very fortunate to have a family and friends who care about me. Part of that caring is having people give you sound advice, constructive criticism, and “reality checks.” Their advice and guidance has made this year easier for me.

My love and thanks to my family for giving me one of the most powerful, unifying experiences that I have ever had. I continue to receive their unqualified support. They put their own needs behind mine and graciously accepted my travels and devotion to the needs of our organization during the past year. They created a nurturing environment for me to achieve a worthwhile purpose. Without their support, I could never have made it this far. For this, and many other things, they have my undying love and devotion.

Hopefully, I helped make a difference in your professional lives and our organization. I will always have a special place in my heart for all the experiences that we shared, the lessons we learned, and the people who helped make this year possible. Thank you for the opportunity to serve and for one of the best experiences of my life.

As always, I welcome your comments and suggestions, and can be reached at Anthony_Tanzi@brown.edu.

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- Kalamazoo College, Kalamazoo, MI. Kenneth Arthur, 616/337-7241. T1 www.kzoo.edu

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Contact: Melanie Scarpa - 201/692-7390 or scarpa@fdu.edu

Wireless LAN Program Manager, Cornell University

Send cover letter and resume to: Tammy S. Drake, HR Associate, Cornell Univ., CIT, 200 CCC - Garden Ave, Ithaca, NY 14953-2601 EO/AAE

Chief Info. Officer, Info. Tech. Services, Bowling Green State Univ.

Submit letter of application, resume and 3 names, addresses and telephone numbers of professional references to: Office of Human Resources (Search M-021), 100 College Park Ofc. Bldg., Bowling Green State Univ., Bowling Green, OH 43403. <http://www.bgsu.edu/offices/ohr/AA/EO>

4 Positions: University of California at Berkeley

Voice Installation Technician, Senior Electronics (Job #01-112-10/PA)

Voice Services Field Installation Supervisor, Electronics (Job # 01-1)

Network Engineering Supervisor, Programmer/Analyst (Job #01-111-10)

Radio Communications Technician, Principal Electronics (Job #10-139)

Send cover letter and resume including job number to: UC Berkeley, Human Resources, Employment Services, 7G University Hall #3542, Berkeley, CA 94720-3542. Fax: 510/643-6657. E-mail: applyucb@uclink.berkeley.edu. See Human Resources Web site for information on benefits. EOE